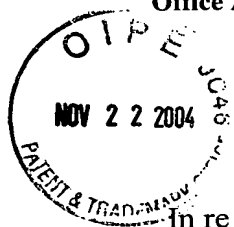


DOCKET NO.: BELL-0169/01414  
Application No.: 09/996,845  
Office Action Dated: August 24, 2004

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
**Jai P. Menon, et al.**

Confirmation No.: **6405**

Application No.: **09/996,845**

Group Art Unit: **3627**

Filing Date: **November 29, 2001**

Examiner: **Jasmin, Lynda C**

For: **Centralized Process For Addressing Request For Resource In A Large Organization**

DATE OF DEPOSIT: November 18, 2004

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I HEREBY CERTIFY THAT THIS PAPER IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL, POSTAGE PREPAID, ON THE DATE INDICATED ABOVE AND IS ADDRESSED TO THE COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450.

A handwritten signature in black ink, appearing to read "Steven H. Meyer".

TYPED NAME: Steven H. Meyer  
REGISTRATION NO.: 37,189

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY PURSUANT TO 37 CFR § 1.111**

In response to the Official Action dated **August 24, 2004**, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ **Amendments to the Specification** begin on page \_\_\_\_\_ of this paper.
- ☒ **Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ **Amendments to the Drawings** begin on page \_\_\_\_\_ of this paper and include an attached replacement sheet.
- ☒ **Remarks** begin on page 6 of this paper.